

To:
All Provider
HMOs and
Other
Managed
Care
Programs

Wisconsin Medicaid Electronic Claims and Web Prior Authorization Submission Deadlines and Holiday Schedule for 2007

Wisconsin Medicaid processes electronic claims according to a standard submission schedule. Wisconsin Medicaid will be closed for business in recognition of certain holidays occurring in 2007, which will affect Web Prior Authorization request submission and Electronic Data Interchange Helpdesk availability. The holiday schedule is provided in this *Wisconsin Medicaid and BadgerCare Update*.

Electronic Claim Submission Schedule

Wisconsin Medicaid processes claims received throughout the week during a weekend processing cycle. The deadlines for submitting various types of electronic claims for weekend processing are provided in the Attachment of this *Wisconsin Medicaid and BadgerCare Update*.

Note: Processing may be delayed for cartridges or transmissions that are damaged or contain bad data.

Wisconsin Medicaid 2007 Holiday Schedule

Wisconsin Medicaid will be closed for business in recognition of certain holidays occurring in 2007; refer to the Attachment for these dates. This year, Wisconsin Medicaid will be open Friday, November 23, the day after Thanksgiving.

Wisconsin Medicaid will accept electronic claims at any time, including all holidays. All electronic claims must be received by 4:00 p.m. on Friday to be included in the processing cycle for that weekend.

Providers who use a vendor or clearinghouse for electronic claims submission purposes should contact them for their holiday schedule.

Web Prior Authorization Request Submission

Prior authorization requests may be submitted by selected providers via the Web Monday through Friday from 8:00 a.m. to 4:30 p.m., excluding holidays. Refer to the Attachment for the 2007 holiday schedule.

The Remote Access Server and Internet access lines to the Electronic Data Interchange (EDI) Department are available Monday through Sunday, 24 hours a day, 7 days a week. The EDI help desk is available Monday through Friday from 8:30 a.m. to 4:30 p.m., excluding holidays. Refer to the Attachment for the 2007 holiday schedule.

For More Information

Providers with questions about electronic claims may call the EDI Helpdesk at (608) 221-9036 or e-mail wiedi@dhfs.state.wi.us.

For questions about paper claims, providers may call Provider Services at (800) 947-9627.

Information Regarding Medicaid HMOs

This *Update* contains Medicaid fee-for-service policy and applies to providers of services to recipients on fee-for-service Medicaid only. For Medicaid HMO or managed care policy, contact the appropriate managed care organization. Wisconsin Medicaid HMOs are required to provide at least the same benefits as those provided under fee-for-service arrangements.

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Although the *Update* refers to Medicaid recipients, all information applies to BadgerCare recipients also.

Wisconsin Medicaid and BadgerCare are administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at dhfs.wisconsin.gov/medicaid/.

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ATTACHMENT

Wisconsin Medicaid Electronic Claim Submission and Holiday Schedules

Electronic Claim Submission Schedule for 2007	
Types of Electronic Claim Submission	Deadlines for Weekend Processing
Remote Access Server and Internet	Fridays by 4:00 p.m.
3480, 3490, and 3490E cartridges	Thursdays by 3:00 p.m.

If a holiday falls on a deadline day, submit the claims on the last business day before the holiday by the same time as listed above.

Electronic Data Interchange and Web Prior Authorization Holiday Schedule for 2007		
Date Closed for Business	Day of the Week	Holiday Observed
November 22, 2007	Thursday	Thanksgiving
December 24, 2007	Monday	Christmas Eve
December 25, 2007	Tuesday	Christmas Day
December 31, 2007	Monday	New Year's Eve
January 1, 2008	Tuesday	New Year's Day